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March 11, 2014

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

13 March 11, 2014

Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER

**AMENDMENT NUMBER TWO TO CONTRACT BETWEEN THE
COUNTY OF LOS ANGELES AND SOURCECORP BPS, INC.
TO INCLUDE THE OFFICE OF THE ASSESSOR AND
DEPARTMENT OF MEDICAL EXAMINER-CORONER AND PROVIDE
DOCUMENT IMAGING SERVICES
(ALL DISTRICTS) (3-VOTES)**

SUBJECT

The Chief Information Office is requesting Board approval of Amendment Number Two to the Contract between the County of Los Angeles and SourceCorp BPS, Inc. to include the Office of the Assessor and Department of Medical Examiner-Coroner and provide document imaging services.

IT IS RECOMMENDED THAT THE BOARD:

Approve the attached Amendment Number Two (Amendment) to the Contract between the County of Los Angeles (County) and SourceCorp BPS, Inc. (SourceCorp) to include the Office of the Assessor (Assessor) and the Department of Medical Examiner-Coroner (Coroner) and provide document imaging services without increasing the maximum contract sum allocated for the term of the Contract.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

This proposed Amendment will address immediate document imaging needs of the Assessor and Coroner. The services will provide conversion of the Assessor's property documents and Coroner's case files into electronic format for storage and retrieval. The imaging of these records will enable both Departments to reduce the amount of paper stored and filed, make information readily

accessible online, and improve staff productivity.

The Assessor is responsible for establishing a taxable value for properties subject to property taxation and maintaining documents for the County to support this annual process. The resulting imaged records will be stored in the Assessor's Document Management System (DMS) for automated search and retrieval of electronic documents.

This Amendment will provide an initial solution to: (1) address the Assessor's immediate need for major legacy system replacement as identified in the Strategica Management Audit, as well as the Secured Systems Audit; and (2) mitigate risks associated with system modifications resulting from potential legislative changes.

The Coroner is mandated by Law "to inquire and determine the circumstances, manner, and cause of all violent, sudden, or unusual deaths....." Each individual death constitutes a case file which the Coroner must maintain and store. These case files will be scanned and the resulting imaged records are stored in the Coroner's Electronic Case File System (ECFS) for automated search and retrieval of electronic documents.

This Amendment will assist the Coroner to address an urgent need to comply with a 2010 County Management Audit Recommendation for the conversion of all archived homicide cases to electronic format that have not been disposed of (e.g., cold cases or cases not yet brought to trial), and cases from the previous five years starting with the most recent year. The Department received one-time funding for this conversion in their Fiscal Year 2013-14 Operating Budget.

Several departments have identified a need for document imaging services as they reduce their reliance on paper files, strive to improve staff work process flow, and deploy document management technology that enables workflow management and storage for retrieval of electronic documents. This being a Countywide requirement, the Assessor, Chief Information Office (CIO), and other departments will be developing a solicitation to create a County Master Services Agreement (MSA) for document imaging services. This MSA will enable preapproved contractors to compete for imaging work orders received from departments.

This Amendment is intended only to address the immediate urgent document imaging needs of the Assessor and the Coroner. Any future departmental imaging needs will be addressed by the County's MSA for document imaging services.

Implementation of Strategic Plan Goals

The recommended Amendment supports the County's Strategic Plan Goal Number 1, Operational Effectiveness, which is to maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.

FISCAL IMPACT/FINANCING

This Amendment will not require SourceCorp to perform services in excess of the Board approved maximum County obligation of \$37 million for the term of the Contract.

The CIO worked with the Information Systems Advisory Body (ISAB), the Contract administrator, to identify a \$4 million capped allocation within the maximum contract sum to address the immediate imaging needs for both Departments. The Assessor was allocated \$3 million and Coroner \$1 million, both are funded through each Department's Operating Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On August 11, 2009, your Board approved the Contract for the provision of document imaging services for the Departments of Alternate Public Defender, District Attorney, Probation, Public Defender, and Sheriff.

Amendment Number One was executed June 12, 2012 by the Director of ISAB under delegated authority and established contract pool dollars for optional services for a maximum amount of \$300,000 within the existing maximum contract sum for the term of the Contract. It also added the Board-mandated provision relating to the Defaulted Property Tax Reduction Program.

This Amendment has been approved as to form by County Counsel.

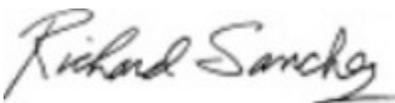
IMPACT ON CURRENT SERVICES (OR PROJECTS)

This Amendment will meet the immediate document imaging needs of the Assessor and Coroner. The imaging of these hard copy records will enable these Departments to reduce the amount of paper stored and filed, make it readily accessible online, and improve staff productivity.

CONCLUSION

Upon Board approval, it is requested the Executive Officer, Clerk of the Board return two (2) adopted stamped Board letters and three (3) executed copies of the Amendment to: Information Systems Advisory Body, 12750 Center Court Drive, Suite 500, Cerritos, CA 90703, Attention: Felix Basadre, Assistant Director.

Respectfully submitted,



RICHARD SANCHEZ
Chief Information Officer

RS:GM:pa

Enclosures

c: Chief Executive Officer
Executive Officer, Board of Supervisors
County Counsel
Medical Examiner–Coroner
Assessor

AMENDMENT NUMBER TWO
TO
CONTRACT
BY AND BETWEEN
THE COUNTY OF LOS ANGELES
AND
SOURCECORP BPS INC.
FOR
DOCUMENT IMAGING SERVICES

This Amendment Number Two is entered into this 11th day of March, 2014 by and between the County of Los Angeles, a body corporate and politic (hereinafter “County”), and SOURCECORP BPS Inc, located at 20500 Belshaw Avenue, Carson, California 90746-3508 (hereinafter “Contractor”), and amends that certain Contract by and between the County of Los Angeles and SOURCECORP BPS Inc. (hereinafter “Contractor”) for Document Imaging Services (hereinafter also “Services”), dated August 18, 2009, as modified by all Amendments and Change Notices thereto, including without limitation by this Amendment Number Two (hereinafter “Contract”).

WHEREAS, County and Contractor have entered into the Contract for Document Imaging Services; and

WHEREAS, County has requested and Contractor has agreed to provide Services hereunder for County’s Office of the Assessor (hereinafter “Assessor”) and Medical Examiner – Coroner (“Coroner”) within the limits of the Contract Sum.

NOW THEREFORE, in consideration of the foregoing and pursuant to *Paragraph 8 (Change Notices and Amendments)* of the body of the Contract, County and Contractor hereby agree to amend the Contract as follows:

1. The Contract is hereby incorporated by reference, and all of its terms and conditions, including capitalized terms defined therein, shall be given full force and effect as if fully set forth herein.
2. Attachment A.1 (Participating Agencies) to Exhibit A (Statement of Work) is deleted in its entirety and replaced with revised Attachment A.1 (Participating Agencies), attached hereto as Attachment 1 and incorporated herein by reference.
3. Schedule A.2 (Pickup and Return Locations) to Exhibit A (Statement of Work) is deleted in its entirety and replaced with revised Attachment A.2 (Pickup and Return Locations), attached hereto as Attachment 2 and incorporated herein by reference.
4. Schedule A.6 (Statement of Work – Office of the Assessor) is added to Exhibit A (Statement of Work), attached hereto as Attachment 3 and incorporated herein by reference.
5. Schedule A.7 (Statement of Work – Medical Examiner-Coroner) is added to Exhibit A (Statement of Work), attached hereto as Attachment 4 and incorporated herein by reference.
6. Exhibit B (Pricing Schedule) is deleted in its entirety and replaced with revised Exhibit B (Pricing Schedule), attached as Attachment 5 and incorporated herein by reference.
7. Exhibit E (County’s Administration) is deleted in its entirety and replaced with revised Exhibit E (County’s Administration), attached as Attachment 6 and incorporated herein by reference.
8. Except as provided in this Amendment Number Two, all other terms and conditions of the Contract shall remain unchanged and in full force in effect.

/

IN WITNESS WHEREOF, Contractor has executed this Amendment Number Two or caused it to be duly executed, and the County of Los Angeles, by order of its Board of Supervisors has caused this Amendment Number Two to be executed on its behalf by the Chairman of said Board and attested by the Executive Officer-Clerk of the Board of Supervisors thereof, the day and year first above written.

I hereby certify that pursuant to Section 25103 of the Government Code, delivery of this document has been made.

SACHI A. HAMAI
Executive Officer
Clerk of the Board of Supervisors

By: [Signature]
Deputy



ATTEST:

SACHI A. HAMAI
Executive Officer-Clerk
of the Board of Supervisors

By: [Signature]
Deputy

APPROVED AS TO FORM:

JOHN F. KRATTLI
County Counsel

By: [Signature]
VICTORIA MANSOURIAN
Principal Deputy County Counsel

COUNTY OF LOS ANGELES

By: [Signature]
DON KNABE
Chairman, Board of Supervisors

CONTRACTOR: SOURCECORP BPS INC.

By: [Signature]
Signature
Karen Emerick
Print Name
Vice President - Tax
Title

ADOPTED
BOARD OF SUPERVISORS

13 MAR 11 2014

[Signature]
SACHI A. HAMAI
EXECUTIVE OFFICER

78133

ATTACHMENT A.1

TO

EXHIBIT A

PARTICIPATING AGENCIES

ATTACHMENT A.1
PARTICIPATING AGENCIES

Contractor shall provide Document Imaging Services under the Contract for the following Agencies, as elected by County:

1. District Attorney
2. Probation Department
3. Sheriff Department
4. Public Defender
5. Alternate Public Defender
6. Office of the Assessor
7. Medical Examiner-Coroner

ATTACHMENT A.2
TO
EXHIBIT A
PICKUP AND RETURN LOCATIONS

ATTACHMENT A.2

PICKUP AND RETURN LOCATIONS

Contractor shall use the following locations to perform pickups and returns pursuant to the Contract:

1. **DISTRICT ATTORNEY LOCATIONS**

5300 Harbor Street
Commerce, CA 90040

2. **PROBATION LOCATIONS**

320 W. Temple Street, Room 100
Los Angeles, CA 90012

CVJPF

3965 South Vermont Avenue, 2nd Floor
Los Angeles, CA 90037

PWPRP

3530 Wilshire Blvd, Suite 501
Los Angeles, CA 90010

FHARF

9150 Imperial Highway, Room P73
Downey, CA 90242

PAPRP-PBPRP

433 Bauchet Street
Los Angeles, CA 90012

FHJRF-FLJRB

11701 Alameda Street, Room 3230
Lynwood, CA 90262

PMF

9150 East Imperial Highway, Room D29
Downey, CA 90242

3. **SHERIFF LOCATIONS**

Inmate Reception Center
450 S. Bauchet St.
Los Angeles, CA 90012

Alhambra Area Office
200 W. Woodward Ave.
Alhambra, CA 91801

Alhambra Area Office
200 W. Woodward Ave.
Alhambra, CA 91801

12440 East Imperial Hwy., Ste. 400 W.
Norwalk, CA 90650

Carson Sheriff Station
21356 S. Avalon Blvd.
Carson, CA 90745

Norwalk Station
12335 Civic Center Dr.
Norwalk, CA 90650

South LA Sheriff Station

1310 W. Imperial Hwy.
Los Angeles, CA 90044

West Hollywood Station
720 N. San Vicente Blvd.
West Hollywood, CA 90069

Malibu/Lost Hills Sheriff Station

27050 Agoura Rd
Calabasas, CA 91744

Industry Sheriff Station

150 N. Hudson Ave
Industry, CA 91744

Pico Rivera Sheriff Station
6631 S. Passons Blvd.
Pico Rivera, CA 90660

4. PUBLIC DEFENDER LOCATIONS
9830 Norwalk Boulevard, Suite 150
Sante Fe Springs, CA 90670
5. ALTERNATE PUBLIC DEFENDER LOCATIONS
320 West Temple Street, Room G-35
Los Angeles, CA 90012
6. OFFICE OF THE ASSESSOR LOCATIONS
500 W. Temple Street, Room 225
Los Angeles, CA 90012

1401 W. Willow Street
Signal Hill, CA 90755

6120 Bristol Parkway
Culver City, CA 90230
7. MEDICAL EXAMINER-CORONER LOCATIONS
1104 N. Mission Rd.
Los Angeles, CA 90033

SCHEDULE A.6
TO
EXHIBIT A

STATEMENT OF WORK
OFFICE OF THE ASSESSOR

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1.0 BACKGROUND

Electronic document management is a strategic initiative of the County of Los Angeles (“County”). In order to meet legal records retention requirements and comply with requests from the public, government agencies and other law enforcement agencies for information, the County Departments must implement cost-effective strategies for the secure archival and retrieval of their documents.

County’s Office of the Assessor (“Department” or “Assessor”) is responsible for establishing a taxable value for all property subject to property taxation. The Department maintains records on all properties within the Los Angeles County to support this annual process. To prepare for the Assessor’s systems modernization project it is timely that the Department digitize all physical property files and store the resulting electronic documents on the Assessor’s document management system (DMS). The property files are in hard copy format and are located in six locations throughout the Los Angeles County.

Contractor shall provide Services for the Assessor in accordance with the provisions set forth in this Schedule A.6 below. The total cost of all such Services for the Assessor shall not exceed \$3 million for the term of the Contract.

2.0 DEFINITIONS

2.1 REAL PROPERTY JACKETS

A real property jacket is a physical collection of real property documents relating to a specific Assessor’s identification number. Real property jackets (“jackets”) may consist of stapled packets of documents pertaining to real property. The jacket may contain property records, subject documents, Assessment Appeals Board documents and miscellaneous (e.g.,). Additional pages that are not 8.5” x 11” may also be included in the jackets.

Jackets may include up to four document types including:

2.1.1 The Property Record Document

This is the RP81 form. Specific document types include but are not limited to building records/diagrams, building slips, improvement summary records, new construction statements, building & plot plans, killed building records, and property photos.

2.1.2 Subject Documents

These vary and may not be included in a jacket. Specific documents that could be categorized as subject documents include but are not limited to AAB applications, AAB appraisals, AAB results, AAB action requests, stipulation letters, and TP/agent appraisal and supporting documents.

2.1.3 Assessment Appeals Board Documents

These vary and may not be included in a jacket. Documents of various types can fall into this category as they might have been used for an Assessment Appeal.

2.1.4 Miscellaneous

These vary and may not be included in a jacket. Document of various types can fall into this category, including but not limited to transfers, ownership &

propositions, decline in value, M&C, parcel change, RP70s, court case, and other documents.

Assessor reserves the option to include an additional six (6) document types.

3.0 ASSUMPTIONS

- 3.1** Assessor will prepare source materials for conversion prior to pick-up by Contractor. Property jackets will be securely placed into Assessor-provided boxes. Assessor will print a box-level manifest for each box listing the contents by Assessor Identification Number (AIN). Assessor will place a Contractor-provided unique box label on the outside of the box. Assessor will also generate an electronic box-level manifest listing each AIN contained within a box. The prepared boxes will be staged in an area prior to pick-up by Contractor.
- 3.2** Contractor will provide transportation services from each of the six locations to Contractor's conversion facility located in Carson, California. Upon arrival at the Assessor location, Contractor will review boxes prepared by Assessor and confirm that each box contains a printed manifest. Contractor will also verify that the Box ID listed on the manifest matches the Box ID printed on the box label. If there are any discrepancies, Contractor will work with Assessor to resolve any issues to ensure chain-of-custody. A shipping manifest listing all Box IDs will be signed by both Assessor and Contractor.
- 3.3** The transportation schedule and associated source material volumes will be mutually agreed upon by Assessor and Contractor.
- 3.4** Contractor shall set up workflow for imaging platform at Contractor's facility in Carson, California at the price not to exceed the Set-up Fee specified in Exhibit B (Pricing Schedule).

4.0 STATEMENT OF WORK

4.1 DOCUMENT IMAGING PREPARATION

Real Property Jackets will be imaged by location. Preparation of documents for imaging shall include, but not be limited to:

- 4.1.1** Inserting separator between each new record;
- 4.1.2** Inserting separator to identify documents that require color scanning;
- 4.1.3** Removing paper clips and/or staples;
- 4.1.4** Repairing any pages torn, bent or otherwise damaged, if necessary;
- 4.1.5** Straightening pages;
- 4.1.6** Affix damaged documents or correspondence that are less than 8-1/2" x 5" onto 8-1/2" x 11" sheet of white paper.

Contractor shall not in any way modify, delete, insert, alter, transform and/or add to the information contained in any document and/or package in any form or by any means, unless specified herein.

4.2 DOCUMENT IMAGING AND DOCUMENT ENHANCEMENT

4.2.1 Conversion Facility Information and Hours

All mailroom and data entry conversion services will take place in Contractor’s Carson, CA facility:

Address: 20500 Belshaw Avenue, Carson, CA 90746
 Standard Hours of Operation: 8:00 a.m. – 5:00 p.m. Pacific Time
 Standard Days of Operation: Monday – Friday excluding mutually agreed upon holidays

Data Entry services will be performed in the United States unless otherwise agreed to by the Department. Each calendar year the Department and Contractor will mutually agree to SLA adjustments around mutually agreed upon holidays.

4.2.2 Quality Control

Contractor shall image documents contained within the property jackets, perform preprocessing and quality control steps according to the following specifications before creation of the output:

- 4.2.2.1 Documents shall be imaged at a minimum resolution of 200 DPI.
- 4.2.2.2 Image format shall be bi-tonal Group IV compressed Adobe PDF.
- 4.2.2.3 There will be an average of three (3) color pages per jacket that will require color scanning as JPEG compressed Adobe PDF.
- 4.2.2.4 Image enhancements shall include but not be limited to edging, separator sheet removal, overlapping page detection and correction, de-skewing and de-speckling. All images shall be clear and readable.
- 4.2.2.5 Both sides of all documents shall be imaged.
- 4.2.2.6 Contractor will automatically delete blank back-side pages based upon a mutually agreed upon image file size threshold. If an image's file size is less than the file size threshold, then the image will be automatically deleted. Images greater than the file size threshold will not be considered.

The total estimated project volumes by locations are as follows:

	AVG. PAGES PER JACKET	DUPLEX PAGE %	AVG. PAGES PER DOCUMENT	TOTAL PROJECT PAGES	TOTAL PROJECT IMAGES
Residential Property Jackets	70	33%	2.5	95,000,000	126,350,000
LOCATION			PERCENT OF TOTAL VOLUME	TOTAL PROJECT PAGES	TOTAL PROJECT IMAGES
Headquarters 500 West Temple Street, Los Angeles CA 90012			20%	19,000,000	25,270,000
North District Office 13800 Balboa Boulevard, Sylmar CA 91342			18%	17,100,000	22,743,000
East District Office 1190 Durfee Avenue, South El Monte CA 91733			22%	20,900,000	27,797,000
South District Office 1401 East Willow Street, Signal Hill CA 90755			21%	19,950,000	26,533,500
West District Office – Culver City 6120 Bristol Parkway, Culver City CA 90230			13%	12,350,000	16,425,500

Lancaster Regional Office – Lancaster 251 East Avenue K6, Lancaster CA 93535	6%	5,700,000	7,581,000
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4.3 INDEXING

Indices will be associated with each imaged document in accordance with the following specifications:

4.3.1 Assessor Identification Number (10 characters)

4.3.2 Document Type (property record, subject, Assessment Appeals Board, or miscellaneous)

During the indexing process, Contractor shall verify each page to ensure quality images. Documents that require rescanning shall be taken out of the indexing queue and placed in rescanning area for processing.

4.4 EXCEPTION REPORTING

Contract shall prepare exception report for documents that are in such poor condition that they cannot be scanned. Contractor’s quality control section shall review imaged documents to ensure accuracy prior to transmission of images to County.

4.5 INTEGRATION WITH DMS

Imaged documents will be integrated into the Assessor’s Document Management System. Contractor shall create images and indices in a format that may be imported into the Assessor’s DMS. Assessor reserves the right to make enhancements for best integration with the DMS without impact to schedule and pricing.

Image documents and associated index information created for Assessor shall be placed on Contractor’s secured server accessible by FTP. The target FTP system will contain one (1) or more image document(s) and a single index file. Each document image file that is created must have an entry inserted into the index text file. This text file will contain a single line of index values for each and every document image file created by Contractor and placed on the target FTP system. The index value should be a fixed length and separated by a delimiting character, such as a “PIPE” (|).

The last entry in the index line must represent the document image file location name. For example, if the index file is located at the root, and the image documents are in a sub directory named “IMAGES”, the last parameter in the index line should read “\IMAGES\XXXXXXXXXX.pdf, where XXXXXXXXXXXX is the actual name of the image document. The target FTP system should be built to NOT use a directory structure; in other words, the single index file and multiple image document files should be placed in a single directory structures off of the root.

Image document files should be created in bi-tonal or color multi-page Adobe PDF files by document. Property jackets may contain one or more documents. Each document may contain one or more pages related as a single entity. For example, a property jacket may contain multiple documents, each of which may contain multiple pages. A single document entity (one or more pages) will represent a single image file on the target FTP system and a single entry in the index file.

Assessor will download images and index files from the Contractor’s secured server accessible by FTP. Upon successful transfer, Assessor will return an acknowledgement

file and upload to the target FTP system. Assessor will provide approval of delivered images and index files within five (5) business days from the time that the data is made available to the Assessor. Contractor will utilize the acknowledgement to reconcile the successful transfer of data.

Contractor shall provide all information, support and assistance necessary for the transfer of images and index files from the target FTP system.

Upon completion of scanning, Contractor will temporarily store the physical property jackets for up to 30 days and then return to a location specified by the Assessor prior to the start of the project. The location will either be at a centralized location in the city of Los Angeles or at the source District Office located within Los Angeles County.

4.6 DOCUMENT RETRIEVAL REQUIREMENTS

Upon Assessor request, vendor shall pull, scan, and electronically deliver via email as many as 10 specified parcel jackets per day at no cost. These files if requested by 2 p.m., will be provided on the same business day; if after 2 p.m., they will be sent by noon on the next business day.

SCHEDULE A.7
TO
EXHIBIT A

STATEMENT OF WORK
MEDICAL EXAMINER-CORONER

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1.0 BACKGROUND

Electronic document management is a strategic initiative of the County of Los Angeles (“County”). In order to meet legal records retention requirements and comply with requests from the public, government agencies and other law enforcement agencies for information, the County Departments must implement cost-effective strategies for the secure archival and retrieval of their documents.

The provisions of this Schedule A.7 provide the specifications and requirements for the Contractor to convert paper documents to digital images and provide other Services relating to document imaging for County’s Medical Examiner-Coroner (“Coroner”, “MEC” or “Department”). The total cost of all such Services for the Coroner shall not exceed \$1 million for the term of the Contract.

1.1 CASE FILE CONVERSION FROM PAPER (1991 – LATER)

Under this SOW, Contractor will provide services including courier services, paper conversion, folder-level indexing, PDF output creation, delivery of images and associated metadata via sFTP, and certified document destruction if needed. Document conversion and indexing services include the transportation of prepared files from the Department’s Los Angeles, CA location to Contractor’s conversion facility in Carson, CA. Documents received will be validated, scanned, indexed, quality checked, and delivered via Contractor provided FTP solution. Document will be stored for up to 30 days prior to providing certified destruction services for completed files.

1.2 CANOFILE MO PLATTER CONVERSION

Also, under this SOW, Contractor will extract images and associated index metadata stored on the Department’s Canofile magneto optical disc media ranging from years 1991 through 1997. Contractor will create multi-page Adobe PDF files for each document contained on the media along with an associated index metadata file. The Adobe PDF files and associated metadata will be delivered to the Department via Contractor provided FTP solution for ingestion into their internal document management system and the physical MO platters will be returned.

2.0 BACKGROUND

The County of Los Angeles Medical Examiner-Coroner is mandated by law “to inquire into and determine the circumstances, manner, and cause of all violent, sudden, or unusual deaths; unattended deaths [and] deaths where the deceased has not been attended by either a physician or a registered nurse...in the 20 days before death.” (California Government Code, Section 27491)

The investigation of an individual death constitutes a Coroner Case. The Public Services Division maintains and stores a physical case folder for each Coroner Case. The various documents that make up these case folders are in hard copy format. In order to address the problem of warehousing a large number of paper case files, the Coroner is implementing an electronic document management system.

3.0 FACILITIES AND SPECIFIC TASKS

3.1 CONVERSION FACILITY INFORMATION AND HOURS

All mailroom and data entry conversion services will take place in Contractor's Carson, CA facility:

Address: 20500 Belshaw Avenue, Carson, CA 90746

Standard Hours of Operation: 8:00 a.m. – 5:00 p.m. Pacific Time

Standard Days of Operation: Monday – Friday excluding mutually agreed upon holidays

Data Entry services will be performed in the United States unless otherwise agreed to by The Department. Each calendar year The Department and Contractor will mutually agree to SLA adjustments around mutually agreed upon holidays

4.0 QUALITY CONTROL

4.1.1 Case File Conversion

Contractor will perform the following image preprocessing and quality control steps prior to creation of output:

- i. Despeckle
- ii. Deskew
- iii. Blank page removal: Contractor will automatically delete blank back-side pages based upon a mutually agreed upon image file size threshold. If an image's file size is equal to or less than the file size threshold, then the image will be automatically deleted. Images greater than the file size threshold will not be considered blank.
- iv. Separator Sheet removal if necessary
- v. Overlapping pages detection

4.1.2 CanoFile MO Platter Conversion

Contractor will provide full audit reports and processing logs to show total number of items contained on media and total number of items delivered. The report will include the disposition of every item found on each disc.

4.1.3 Department Quality Review

Contractor will pull sample files for The Department to perform paper-to-image validation. The process and sample size will be specified in the BRD, as defined below.

5.0 DEFINITIONS

The definitions relating to the Coroner are listed in this section below.

5.1 AUTOMATIC BLANK PAGE DELETION

An automated process utilized to delete the back side of pages that are blank based upon a predetermine image size threshold. For example, images that are less than 2000 bytes will be automatically deleted from the collection of images representing a file.

5.2 BRD

Business Requirements Document. A document developed during the initial project implementation phase that provide specific details regarding the configuration of the proposed technical, business, and service solutions. The mutual acceptance of this document is required before starting the development/configuration efforts to support the project.

5.3 BULK IMPORT AND AUTO-FILING UTILITY

The Department’s Windows-based import utility used to ingest images and associated metadata from Contractor and load into the Documentum document management system.

5.4 CANOFILE

A Windows-based document management application that provides search and retrieval functionality for image based documents.

5.5 CASE FILE

Physical file folder containing a collection of documents pertaining to a specific case number.

5.6 CASE FILE NUMBER

A unique number assigned to each case file. This number references a year and a 5-digit number (examples, 2005-00195 and 91-00628).

5.7 DOCUMENT

A collection of pages or images for a specific document type.

5.8 DOCUMENTUM

The County’s enterprise-wide document management system.

5.9 DUPLEX PAGE

A physical page that contains information on the front and back sides.

5.10 IMAGE

The digital representation of a single side of one sheet of paper.

5.11 MO

Magneto Optical refers to a type of physical storage media that uses optical technology to write and read data.

5.12 PAGE

One side of an 8.5” by 11” inch piece of paper.

5.13 PDF

Adobe™ Portable Document Format is an open standard for electronic document exchange.

5.14 PROJECT IMPLEMENTATION

The process both parties undertake, including User Acceptance Testing, to initiate the services outlined in this SOW, which upon completion commences Production.

5.15 sFTP

Secure File Transfer Protocol. The method in which converted images and data will be securely transferred from Contractor to The Department.

5.16 UNSCANNABLE MEDIA

Items that may be contained within a case file that will not be scanned. Items include, but are not limited to, tapes, cassettes, and other physical items that cannot be scanned on a standard document scanner. The Department will remove such items from each case file prior to conversion.

6.0 RESPONSIBILITIES

6.1 COUNTY RESPONSIBILITIES

6.1.1 The Department will provide the necessary boxes, labels, and documentation to support the transportation of files from the Department’s Los Angeles, CA location to Contractor’s conversion facility in Carson, CA.

6.1.2 The Department will prepare each case file prior to pick up by Contractor by performing the following:

6.1.2.1 Removal of documents that do not require scanning. This includes but is not limited to duplicate documents, unnecessary documents, toe tags, and unscannable media.

6.1.2.2 The Department will securely pack files in standard document boxes.

6.1.2.3 The Department will generate a manifest for each box that containing the Case Numbers within the box.

6.1.3 The Department will place the boxes in a staging area for pick up by Contractor’s courier.

6.2 CONTRACTOR RESPONSIBILITIES – CASE FILE CONVERSION FROM PAPER

6.2.1 Conversion Facility Information and Hours

All mailroom and data entry conversion services will take place in Contractor’s Carson, CA facility:

Address: 20500 Belshaw Avenue, Carson, CA 90746
Standard Hours of Operation: 8:00 a.m. – 5:00 p.m. Pacific Time
Standard Days of Operation: Monday – Friday excluding mutually agreed upon holidays

Data Entry services will be performed in the United States unless otherwise agreed to by the Department. Each calendar year the Department and Contractor will mutually agree to Service Level adjustments around mutually agreed upon holidays.

6.2.2 Transportation

6.2.2.1 Contractor will provide secure transportation for the pickup of files from The Department’s Los Angeles, CA location.

6.2.2.2 Contractor will return any materials as specified in the BRD to the Department’s Los Angeles, CA location.

6.2.3 Case File Receipt

- 6.2.3.1 Contractor will log the following for pick-up or delivery, and may add additional values at their discretion.
- 6.2.3.2 Courier/Driver Identification
- 6.2.3.3 Time picked up
- 6.2.3.4 Number of boxes picked up
- 6.2.3.5 Shipped Date/Time
- 6.2.3.6 Receipt Date/Time
- 6.2.3.7 Contractor Recipient Identification

6.2.4 Case File Preparation for Scanning

- 6.2.4.1 Contractor will ensure that the physical handling of the documents does not jeopardize the integrity of the case file and ensure all information presented is able to be imaged.
- 6.2.4.2 Documents will be repaired as needed to ensure best possible scanning results. Repairs and actions may include:
 - 6.2.4.2.1 Tears taped
 - 6.2.4.2.2 Small documents taped to larger, homogeneous sheets
 - 6.2.4.2.3 Staples and paper clips removed. Removal of staples should not affect the integrity of the document.
 - 6.2.4.2.4 Creases pressed out
 - 6.2.4.2.5 Damaged documents photocopied

6.2.5 Document Scanning

- 6.2.5.1 Contractor shall ensure document scanning does not jeopardize the integrity of the documents and the handling of the document images by the Department.
- 6.2.5.2 All paper documents will be scanned at a resolution of 200 dots per inch, in black and white image format
- 6.2.5.3 All documents will be scanned in duplex format.

6.2.6 Re-Scans

- 6.2.6.1 If the image is of poor image quality, has pages that failed to be scanned, or is otherwise corrupted, Contractor will re-scan.
- 6.2.6.2 The Department may also request rescans for special circumstances.

6.2.7 Document Disposition

- 6.2.7.1 Upon completion of successful scanning, all scanned documents will be held at the Contractor conversion facility for a period of 30 calendar days.
- 6.2.7.2 After the 30 days Contractor will destroy the documents.

6.2.7.3 Contractor will obtain the Department approval from designated and authorized point of contact prior to providing certified document destruction services for converted case files.

6.2.7.4 The Department-provided boxes will be recycled and returned to The Department for reuse.

6.2.8 Image Processing

Contractor will perform following image preprocessing and quality control steps prior to creation of output

6.2.8.1 Despeckle

6.2.8.2 Deskew

6.2.8.3 Blank Page removal-Contractor will automatically delete blank back-side pages based upon a mutually agreed upon image file size threshold. If an image's file size is equal to or less than the file size threshold, then the image will be automatically deleted. Images greater than the file size threshold will not be considered blank.

6.2.8.4 Separator Sheet removal if necessary

6.2.8.5 Overlapping pages detection

6.2.9 Data Capture

6.2.9.1 Contractor will capture the following fields for each case file.

6.2.9.2 Case Number, 9-digit value containing the 4-digit year (CCYY) and 5-digit sequential number with leading zeros (99999). If the Case Number year does not contain the century value then Contractor will key it. For example if a case from 1991 is numbered 91-00628, then Contractor will capture 1991-000628 as the Case Number.

6.2.9.2.1 Decedent's Name (First, Last, and Middle Initial)

6.2.9.2.2 Date of Death

6.2.9.2.3 Report Date

6.2.9.3 Indexing Method

6.2.9.3.1 For Case Files created in 1991 or later, Contractor will manually capture the unique Case Number.

6.2.9.3.2 Contractor will utilize a Department-provided database to automatically capture the Decedent's Name, Date of Birth, and Report Date.

6.2.10 Department Provided Database

6.2.10.1 The Department will provide a database for all Case Files created in 1991 or later.

6.2.10.2 The database will contain the Case Number, Decedent's Name, Date of Birth, and Report Date

6.2.10.3 The Department will provide the database to Contractor prior to conversion.

6.2.11 Output

6.2.11.1 Contractor will provide a multi-page bitonal PDF document for each Case File.

6.2.11.2 The PDF will be named with the case number, e.g., 1991-00628.pdf.

6.2.11.3 Contractor will provide an ASCII delimited file containing the associated metadata including the PDF File Name, Case Number, Decedent’s Name, Date of Death, and Report Date for each Case File delivered.

6.2.12 Delivery of Images and Data

6.2.12.1 Contractor will upload completed PDFs and associated data to a Contractor furnished FTP server.

6.2.12.2 Contractor will provide the Department with the required information to access the FTP server.

6.2.12.3 The Department will be responsible for downloading the images and data within 30 days from the time the data is made available by Contractor.

6.3 CONTRACTOR RESPONSIBILITIES – CANOFILE MO PLATTER CONVERSION

6.3.1 Canofile Media

6.3.1.1 Canofile data will be provided by the Department on magneto optical discs and assumes that Contractor will be provided one of two existing copies.

6.3.1.2 The input for the conversion will contain images and index data in Canofile proprietary format stored on Canofile proprietary optical media, together with index data in the underlying Canofile database.

6.3.1.3 The output from the conversion will be multipage PDF files with an ASCII delimited file containing extracted index values for each document.

6.3.1.4 Additional output will consist of full audit reports and processing logs. The reports and logs will show the disposition of every item found in the original system.

6.3.2 Output

6.3.2.1 Contractor will provide a multi-page PDF document for each Case File.

6.3.2.2 The PDF will be named with the case number, e.g., 1991-00628.pdf.

6.3.2.3 Contractor will provide an ASCII delimited file containing the associated metadata including the PDF File Name and other index fields contained on the discs.

6.3.2.4 Media Disposition

6.3.2.5 Upon completion of the conversion, Contractor will return optical discs to the Department.

6.3.3 Delivery of Images and Data

- 6.3.3.1 Contractor will upload completed PDFs and associated data to a Contractor furnished FTP server.
- 6.3.3.2 Contractor will provide the Department with the required information to access the FTP server.
- 6.3.3.3 The Department will be responsible for downloading the images and data within 30 days from the time the data is made available by Contractor.

7.0 SPECIFIC WORK REQUIREMENTS – CONTRACTOR

7.1 VOLUME ESTIMATES AND SERVICE LEVEL AGREEMENTS

- 7.1.1 Volume Estimates - Contractor will use the following volume estimates for capacity planning.
- 7.1.2 Contractor will staff to handle up to 120% of expected average daily volumes without modification to the Service Levels. Should Contractor receive a daily volume in excess of 120% of expected averages, Contractor will inform the Department and the Parties will determine the revised turn time for that volume.
- 7.1.3 Material ongoing changes to the assumptions below may cause the pricing for the Services to be modified as mutually agreed upon by both parties.

Description	Case Files Per Year	Total Project Volumes	Source Type	Avg # of Pages per File	Ave # of Images per File	Total Project Pages	Total Project Images
Case Files from 2000 to 2009	10,000	100,000 Files	Paper	40	50	4,000,000	5,000,000

Description	Project Volumes	Source Type	Total Project Images
Canofile Case Files from 1991 to 1998	90 Discs	Magneto Optical Discs	3,000,000

7.2 SERVICE LEVELS

- 7.2.1 Contractor will provide detailed description of its internal quality control program, including sampling sizes and selection techniques, defect correction and auditing spans of control. The program is not limited to the data capture function, but shall cover each function performed in the conversion process including imaging and indexing. Such program will be administered continuously by Contractor throughout the Term of the SOW. Contractor will report results to the Department on a monthly basis, unless otherwise agreed to by the Department.
- 7.2.2 Contractor will conduct quality reviews on sampling of documents for a given day. Sample results should be reported back to the Department. The results shall be detailed at both the field level and the document level.
- 7.2.3 Quality Service Level
 - 7.2.3.1 If desired by the Department, quality measurement, for purposes of measuring Contractor’s performance against the Service Levels herein, will be performed by the Department’s designated representatives. The sampling will be taken at the point of data transmission to the Department and before any internal editing is performed. The auditing will occur daily

with results being communicated to Contractor. The measurement will be computed using the Department methodology. The quality program will be mutually developed and documented in the business requirements document. When complete and provided to Contractor, it shall be incorporated into this SOW by reference.

7.2.3.2 98% field-level accuracy for manually captured fields.

7.2.3.3 99% image quality based on images produced.

7.2.4 Turnaround Time Service Levels

7.2.4.1 Turnaround time will be defined in the Business Requirements Documents and will be based upon the volume of files that the Department is able to prepare prior to pick-up.

7.2.4.2 Contractor will provide capacity to process up to 14,500 case files per month.

EXHIBIT B
PRICING SCHEDULE
FOR
DOCUMENT IMAGING SERVICES

EXHIBIT B

PRICING SCHEDULE

1. PRICING TERMS

Contractor shall provide the Document Imaging Services as described in Exhibit A (Statement of Work) and the Contract at the fixed unit prices specified in this Exhibit B below. No other costs or out-of-pocket expenses shall be paid to Contractor under the Contract. Payments shall be made on the invoices for approved deliverables only.

All required hardware, software, materials, other costs or out-of-pocket expenses and Contractor’s site expenses for the Document Imaging Services are the responsibility of Contractor and are included in the fixed unit price.

Contractor shall be paid the fixed unit price for Document Imaging Services on a per service basis, which includes the cost for meeting all requirements of this Contract, including but not limited to, document preparation, imaging, enhancing the image, indexing (as defined in *Sections 8.2.14, 8.3.13.2, 8.4.13, 8.6.10.2 and 8.7.10.2 of Exhibit A (Statement of Work)*), uploading of images onto County systems, online availability/storage, downloading onto CD’s/DVD’s, with the exception of the specific priced items listed below, and other Services set forth in Exhibit A (Statement of Work).

Contractor shall provide the Services under this Contract at the fees and prices specified below.

PRICE COMPONENT	PRICE (manually entered indices)			
	0 Indices	1-3 Indices	4-6 Indices	7-10 Indices
Cost per Image	\$0.0288	\$0.0298	\$0.0308	\$0.0318
Cost per Color Document Conversion	\$0.0395			
Image Conversion (e.g., CanoFile)	\$0.015 per Image			
Cost per Self Contained Compact Disk (CD) or Digital Video Disk (DVD) with Images Pending Importation	\$3.00			
Cost for Direct Web Access to Images Pending Importation	Included			
Cost Per On-Demand Document Search/Pull Prior to Image Availability – up to 25 Search/Pull Authorized Requests per Week	Included			
Cost Per On-Demand Document Search/Pull Prior to Image Availability – over 25 Search/Pull Requests per Week	\$15 per each Search/Pull Request over 25 per Week			
Cost per Index/Transmittal Sheet Created for Box Arriving Without One	\$0.75			
Monthly Cost per Box for Storage	\$0.195			
Cost per lb. for Document Destruction	\$0.06			
Transportation per Trip (pickup or return), only to or from a location not listed in Attachment A.2 (Pickup and Return Locations) to Exhibit A (Statement of Work)	\$1.10/mile + \$15 per Trip			
Set-up Fee (Assessor only)	\$5,000.00 per Set-up			

NOTE: No purchase by Contractor of additional hardware, software, building space or other assets or expenditure by County will be required in order for Contractor to fulfill its obligations under the Contract. All pricing herein reflects usage of Contractor's capital assets and building facilities located in Los Angeles County.

2. OPTIONAL SERVICES

Any agreed upon Optional Services shall be provided in accordance with *Section 10.0 (Optional Services) of Exhibit A (Statement of Work)* following agreement on a not-to-exceed Maximum Fixed Price, if applicable, and the Work Order. To be reimbursed for any travel and living expenses, they must be (i) included in the Maximum Fixed Price, (ii) be reasonable, (iii) be quoted, (iv) be approved in advance by County, (v) be based on actual expenditures, and (vi) not exceed County's then current travel expense reimbursement rates.

This Contract allocates the maximum amount of \$300,000 in Pool Dollars for the term of the Contract. Pool Dollars may be used for acquiring Optional Services provided by Contractor pursuant to the applicable terms of the Contract by executing a Change Notice in accordance with *subparagraph 8.2 of Paragraph 8 (Change Notices and Amendments)* of the body of the Contract. Following acquisition of Optional Services using Pool Dollars, Schedule B.3 (Optional Services Schedule) shall be updated by County to reflect the Optional Services acquired and the remaining balance of Pool Dollars.

EXHIBIT E
COUNTY'S ADMINISTRATION
FOR
DOCUMENT IMAGING SERVICES

EXHIBIT E

COUNTY'S ADMINISTRATION

I. COUNTY'S CONTRACT ADMINISTRATOR

Name: Felix Basadre
Title: ISAB Assistant Director
Address: 12750 Center Court Drive, Suite 500
Cerritos, California 90703
Telephone: (562) 403-6505
Facsimile: N/A
E-Mail Address: fbasadre@isab.lacounty.gov

II. COUNTY'S PROJECT MANAGERS

COUNTY'S PROJECT MANAGER – DISTRICT ATTORNEY

Name: Charlie Bedell
Title: Chief, Property Management and Support Services Division
Address: 201 North Figueroa Street, Suite 1300
Los Angeles, California 90012
Telephone: (213) 202-760
Facsimile: (213) 202-6088
E-Mail Address: cbedell@da.lacounty.gov

COUNTY'S PROJECT MANAGER RIB – SHERIFF

Name: Guninder Singh
Title: Assistant Director, Bureau Operation, Sheriff
Address: 12440 E. Imperial Hwy, Suite 400
West, Norwalk, California 90650
Telephone: (562) 345-4430
Facsimile: (323) 415-2546
E-Mail Address: gksingh@lasd.org

COUNTY'S PROJECT MANAGER MEDICAL – SHERIFF

Name: Kimberly Salcido
Title: Manager, Budget and Personnel, Sheriff
Address: 4700 Ramona Blvd
Monterey Park, California 91751
Telephone: (213) 473-2947
Facsimile: (323) 415-1232
E-Mail Address: ksalcido@lasd.org

COUNTY'S PROJECT MANAGER ADMINISTRATIVE SERVICES DIVISION – SHERIFF

Name: Nkeiruka Nelson
Title: Countywide Application Support/PLM, Sheriff
Address: 4700 Ramona Blvd
Monterey Park, California 91754
Telephone: (626) 300-1605
Facsimile: (323) 415-5907
E-Mail Address: mbenson@lasd.org

COUNTY'S PROJECT MANAGER – PROBATION

Name: Zandra Carruthers
Title: Director
Address: 320 W. Temple Street, Room 180
Los Angeles, California 90012
Telephone: (213) 974-9035
Facsimile: (213) 229-0640
E-Mail Address: Zandra.carruthers@probation.lacounty.gov

COUNTY'S PROJECT MANAGER – PUBLIC DEFENDER

Name: Cynthia Sidhu
Title: Information Systems Supervisor II
Address: 11701 Alameda St., Suite 3171
LYNWOOD, CALIFORNIA 90262
Telephone: (323) 357-5292
Facsimile: (323) 357-6813
E-Mail Address: csidhu@pd.lacounty.gov

COUNTY'S PROJECT MANAGER – ALTERNATE PUBLIC DEFENDER

Name: Jordan Yerian
Title: Division Chief
Address: 320 West Temple Street, Room 35
Los Angeles, California 90012
Telephone: (213) 893-2024
Facsimile: (213) 633-0976
E-Mail Address: jyerian@apd.lacounty.gov

COUNTY'S PROJECT MANAGER – OFFICE OF THE ASSESSOR

Name: Scott Thornberry
Title: Business Solutions Group Manager
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LOS ANGELES, CALIFORNIA 90012
Telephone: 213-974-1161
Facsimile: N/A
E-Mail Address: name@dept.lacounty.gov

COUNTY'S PROJECT MANAGER – MEDICAL EXAMINER-CORONER

Name: Brian Cosgrove
Title: IT Specialist
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LOS ANGELES, CALIFORNIA 90033
Telephone: (323) 343-0707
Facsimile: N/A
E-Mail Address: SThornberry@assessor.lacounty.gov